

Appendix B
Operating Standards for Horse & Mule Operations

OPERATING STANDARDS FOR HORSE AND MULE OPERATIONS - IX

A. FACILITY EXTERIOR

1. Structure Condition. Refer to General Standard, Element No. 1. (B)
2. Grounds. In addition to the General Standard, Element No. 2, pay particular attention to the presence and condition of hosebib vacuum breakers (anti-siphoning devices). The grounds near public access food or overnight accommodation areas or as may be designated in the operating plan, shall be cleared of manure daily and the manure removed from the area at least a minimum of once a week. Other areas, not designated above shall be cleared of manure according to the schedule in the contract/ permit or operating plan. The concessioner shall maintain areas around water troughs to prevent excess erosion or build up of mud and/or water and will move stock to dry corrals if necessary. Water troughs will be cleaned to prevent the build-up of mold, algae and debris. (B)
3. Garbage and Trash. Refer to General Standard, Element No. 3. (A)

B. FACILITY INTERIOR

4. Public Restrooms. Refer to General Standard, Element No. 4. (A)
5. Public and Other Areas. In addition to General Standard, Element No. 5, non-public areas such as tackrooms, barns, storerooms, ticket booths, etc., shall be maintained in such a manner as to be hazard free. Adequate maintenance shall be performed on the walls, ceilings and floors to prevent deterioration of the structure. Doors and windows shall be intact and fully functional. Floors shall be sufficiently clean to avoid a tripping or slipping hazard to employees working there. Trash shall not accumulate. All applicable fire safety guidelines (NFPA) will be followed. Hazardous conditions such as broken glass, exposed wiring, precipitously stacked objects will be eliminated. (B)

C. OPERATIONAL

6. Employee Training. The skill and competency levels of each wrangler, guide, etc., is commensurate with the services they are responsible for. Active introductory

training and orientation programs for new and experienced employees shall be conducted on an ongoing basis for the development and/or advancement of the necessary skills and techniques for the job. These sessions shall stress work performance, safety and first aid, employee attitudes, and knowledge of park resources, rules and regulations. All wranglers shall be sufficiently trained to describe attractions, comment on resources of the area and be knowledgeable of area regulations and in the purposes of the park in which they are riding. The concessioner's personnel (wranglers, guides, etc.) must meet the qualification requirements, including first aid, stock handling and park regulations, as established in the contract/permit or operating plan. (A)

7. Employee Attitude. Refer to General Standard, Element No. 7. (A)

8. Employee Appearance. Refer to General Standard, Element No. 8. (A)

9. Operating Hours. Refer to General Standard, Element No. 9. (B)

10. Staffing. Refer to General Standard, Element No. 10. (A)

D. RATES

11. Authorized Rates. Refer to General Standard, Element No. 11. (A)

12. Posting of Rates. Refer to General Standard, Element No. 12. (B)

13. Reservation and Deposit Refunds. Reservation, cancellation and deposit refund policies shall be reasonable, efficiently handled and be approved by the Superintendent. (B)

E. STOCK CARE

14. Treatment of Stock. Stock must be properly cared for to assure good feeding and stable and shelter conditions. A timetable for cleaning stables and shelters and changing bedding must be adhered to, as established in the contract/permit or operating plan. Stock must be fed daily. Hay pellets and grain/corn is to be stored in covered, rodent-proof containers, but bales of hay may be stored in the open. Stock must be treated properly by the staff and visitors. Cruelty will not be condoned. Shoes must be inspected frequently to ensure that the stock is properly shod and the hoof is in good condition. Stock may not be used when they have sores or are sick or are not otherwise ready for riding. (A)

CONCESSIONS

NPS-48

Concessioner Review Program-Operational Performance Standards

EXHIBIT 9
Chapter 21
Page 3
Std. No. IX

15. Stock Examination. All stock should be examined by a licensed veterinarian each year prior to the start of operations, if required by state and/or county law; not only stock stabled in the park year round but all stock brought into the park for commercial use. Stock must meet state/county regulations concerning immunizations, including Equine Infectious Anemia. Such examinations and testing reports, if required, are to be documented. (A)
16. Quantity of Stock. Sufficient stock shall be available as advertised and approved. (B)
17. Quality of Stock. Cleaning and trimming requirements must be adhered to, as established in the contract/permit or operating plan. Stock must be available to accommodate the inexperienced rider and operators should know their stock to determine the practicality of sound, but spirited horses for knowledgeable riders. All stock must be capable of safely handling the types of terrain and obstacles to be encountered, including water crossings, bridges, logs and bushes, uphill and downhill climbing, altitude and climate. A timetable for establishing stock familiarity with terrain must be adhered to, as established in the contract/permit or operating plan. (A)

F. EQUIPMENT

18. Tack Condition. Saddle bags, blankets, bridle and other equipment used by the visitor while riding shall be in good and safe condition, clean and well maintained. All equipment shall be periodically inspected to ensure adherence to this standard; any defective equipment shall be immediately repaired, removed or replaced. (A)
19. Adequacy. All equipment supplied by the concessioner shall be of the type and quantity suitable to the guiding situations experienced within each respective park area. All other equipment needed will be adhered to, as established in the contract/permit or operational plan. (B)

G. SAFETY

20. First Aid Kit. The availability and type of first aid equipment, if required by the contract/permit or operating plan, including snakebite kits, shall be provided. (A)
21. Communication Equipment. Two-way radio or other communication devices, if required by the contract/permit or operating plan shall be provided. (A)

H. SERVICES

22. Trail Operation. Client/guide ratios, including any party size limitations, as advertised by the concessioner shall be adhered to, as specified in the contract/permit or operating plan. Guides shall position riders where best suited, with emphasis placed on the safety of inexperienced riders. The reins must be tied together instead of hanging separately, except where the Superintendent determines otherwise and where local customs dictate the use of split reins.

(B)

23. Food Services. All food provided by the concessioner on the ride shall consist of sufficient quantity and good quality to sustain visitors for the duration of the trip. Sanitary food and water handling, and storage practices must be utilized to prevent food borne illnesses.

(A)

I. INTERPRETATION/ORIENTATION

24. Visitor Safety Orientation. The wrangler must brief all riders on the proper and safe procedures such as how to control the horse prior to mounting, and inform the riders how and when to dismount and how to pass the word for help (rider by rider) to the wrangler. Wranglers shall inform visitors of the nature and/or demands of the trip, including but not limited to route, time frame, hazards to be encountered, restroom facilities, water and procedures for removing excess clothing and for taking pictures. The wrangler should be available to aid the riders in mounting and assist the riders on securing carry-on articles, including raincoats.

(A)

25. Pre and Post Trip Activities. As required by the operating plan, prior to the ride, an interpretive session which includes introducing wranglers and their company, welcoming park and identifying the park as part of the National Park System may be conducted. The interpretive session should highlight the scenic, geologic, historic, cultural and wildlife resources that might be observed on the trip. After the ride, a summary session may be held, reiterating the specific features that were seen on the trip, asking visitors for further comments or questions and thanking them for their participation on behalf of the concessioner and the National Park Service.

(B)

26. Program Content. Information presented on a guided ride must be accurate, complete, appropriate to the audience, organized logically and be related to park themes. Concessioners should consult with park's staff in developing programs (refer to NPS 6, Interpretation and Visitor Services Guidelines, Chapter 7).

(B)

27. Program Delivery. Wranglers shall demonstrate their ability to speak clearly, possess good eye contact with the visitor during pre and post trip activities, project good voice volume, and stimulate questions and/or comments from visitors.

(B)

J. OTHER

28. Public Signs. Refer to General Standard, Element No. 14.

(C)

29. Vending Machines. Refer to General Standard, Element No. 15.

(B)

30. Beverage Container Guidelines. Refer to General Standard, Element No. 16.

(B)

NPS-48

NPS-48
Concessioner Review Program-Operational Performance Standards

EXHIBIT 9
Chapter 21
Page 6
Std. No. IX

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
PERIODIC CONCESSION EVALUATION REPORT
(Horse and Mule Operations)
Standard No. IX

Form 10-509
(Rev. 1/66)

REGION	PARK
NAME OF CONCESSIONER	FACILITY/SERVICE

NOTICE TO CONCESSIONER: The item(s) checked (✓) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION

(Circle applicable element numbers and (✓) in space provided those which are deficient)

Item No.	Element	Item No.	Element	Item No.	Element
A. FACILITY EXTERIOR		D. RATES		H. SERVICES	
1.	Structure Condition (B) _____	11.	Authorized Rates (A) _____	22.	Traffic Operation (B) _____
2.	Grounds (B) _____	12.	Posting of Rates (B) _____	23.	Food Services (A) _____
3.	Garbage and Trash (A) _____	13.	Reservation & Refund Policy (B) _____		
B. FACILITY INTERIOR		E. STOCK CARE		I. INTERPRETATION/ORIENTATION	
		14.	Treatment of Stock (A) _____	24.	Visitor Safety Orientation (A) _____
4.	Public Restrooms (A) _____	15.	Stock Examination (A) _____	25.	Pre and Post Trip Activities (B) _____
5.	Public and Other Areas (B) _____	16.	Quantity of Stock (B) _____	26.	Program Content (B) _____
		17.	Quality of Stock (A) _____	27.	Program Delivery (B) _____
C. OPERATIONAL		F. EQUIPMENT		J. OTHER	
		18.	Tack Condition (A) _____		
6.	Employee Training (A) _____	19.	Adequacy (B) _____		
7.	Employee Attitude (A) _____				
8.	Employee Appearance (A) _____	G. SAFETY		28.	Public Signs (C) _____
9.	Operating Hours (B) _____	20.	First Aid Kit (A) _____	29.	Vending Machines (B) _____
10.	Staffing (A) _____	21.	Communication Equipment (A) _____	30.	Beverage Container Guidelines (B) _____

[illegible]

EVALUATION	DATE	NO. OF OBSERVATIONS BY CLASSIFICATION			NUMERIC PERIODIC RATING	NPS EVALUATOR	CONCESSIONER
		(A)	(B)	(C)	(_____) PRELIMINARY	(Signature)	(Signature)
INITIAL					(_____) PRELIMINARY	(Signature)	(Signature)
FOLLOW-UP					(_____) FINAL	(Signature)	(Signature)

PRELAPROD

SUPERINTENDENT'S COPY